

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter of the complaint of)	
LYMAN P. JUMP against COMCAST OF)	
COLORADO/FLORIDA/MICHIGAN/NEW)	Case No. U-18165
MEXICO/PENNSYLVANIA/WASHINGTON, LLC,)	
under the Uniform Video Services Local Franchise)	
Act.)	
_____)	

At the November 7, 2016 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. Sally A. Talberg, Chairman
Hon. Norman J. Saari, Commissioner
Hon. Rachael A. Eubanks, Commissioner

ORDER

This is a case brought under the Uniform Video Services Local Franchise Act, 2006 PA 480, as amended, MCL 484.3301 *et seq.* It is a complaint case filed by an individual consumer against a video service provider.

Lyman P. Jump alleged that Comcast of Colorado, Florida, Michigan, New Mexico, Pennsylvania, Washington, LLC, (Comcast) withdrew money from his bank account without his authorization. Mr. Jump submitted bank statements showing the unauthorized withdrawals and copies of canceled checks to prove payments were made on his account to the Commission Staff (Staff), along with his informal complaint. Comcast reviewed the information and responded to the complaint, but the parties were unable to resolve the complaint through the informal process.

On August 15, 2016, Mr. Jump submitted a formal complaint regarding the unauthorized withdrawals by Comcast. Under MCL 484.3310(5)(a), upon receipt of the complaint, the Staff served the complaint on Comcast.

The Staff arranged for the selection of a formal mediator under MCL 484.3310(5)(b)(i). Administrative Law Judge Martin D. Snider (ALJ) was selected to conduct the mediation.

On September 13, 2016, the ALJ held a mediation conference with the parties. The complainant and Comcast presented their positions and evidence to the ALJ.

On September 21, 2016, the ALJ provided notice to the docket and to the parties that he had recommended a settlement of the dispute pursuant to the formal mediation process provided for under MCL 484.3310(5)(b)(i). He also informed the parties that under MCL 484.3310(5)(b)(i), any named party had ten days from issuance of his notice and mediation recommendations to request a contested case as provided under MCL 484.3310(5)(b)(ii). Neither Mr. Jump nor Comcast filed an objection to the ALJ's recommendation within the 10-day statutory period. Accordingly, the Commission finds that the docket should be closed.

THEREFORE, IT IS ORDERED that the August 15, 2016 complaint filed by Lyman P. Jump against Comcast of Colorado/Florida/Michigan/New Mexico/Pennsylvania/Washington, LLC, is dismissed and the docket in this matter shall be closed because the matter was resolved via mediation.

The Commission reserves jurisdiction and may issue further orders as necessary.

Any party desiring to appeal this order must do so by the filing of a claim of appeal in the Michigan Court of Appeals within 30 days of the issuance of this order, under MCL 484.3314(4) and MCL 484.2203(12). To comply with the Michigan Rules of Court's requirement to notify the Commission of an appeal, appellants shall send required notices to both the Commission's Executive Secretary and to the Commission's Legal Counsel. Electronic notifications should be sent to the Executive Secretary at mpscedockets@michigan.gov and to the Michigan Department of the Attorney General - Public Service Division at pungp1@michigan.gov. In lieu of electronic submissions, paper copies of such notifications may be sent to the Executive Secretary and the Attorney General - Public Service Division at 7109 W. Saginaw Hwy, Lansing, MI 48917.

MICHIGAN PUBLIC SERVICE COMMISSION

Sally A. Talberg, Chairman

Norman J. Saari, Commissioner

Rachael A. Eubanks, Commissioner

By its action of November 7, 2016.

Kavita Kale, Executive Secretary